



09-16-54

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PATENT  
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## THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

JENSEN, Roy A.

Serial No.: 09/492,114

Filed: January 27, 2000

Atty. File No. 4366-10

For: "CALL MANAGEMENT SYSTEM  
USING DYNAMIC QUEUE  
POSITION"

) Group Art Unit: 2642

) Examiner: WILLIAM J. DEANE, JR.

) AMENDMENT AND RESPONSE"EXPRESS MAIL" MAILING LABEL NUMBER: EV539129832US  
DATE OF DEPOSIT: 9/14/04I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING  
DEPOSITED WITH THE UNITED STATES POSTAL SERVICE  
"EXPRESS MAIL POST OFFICE TO ADDRESSEE" SERVICE  
UNDER 37 C.F.R. 1.10 ON THE DATE INDICATED ABOVE AND IS  
ADDRESSED TO THE COMMISSIONER FOR PATENTS, P.O. BOX  
1450, ALEXANDRIA, VA 22313-1450.

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE:

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SEP 17 2004

Technology Center 2600

Dear Sir:

Applicant submits this Amendment and Response to address the Office Action having a mailing date of June 17, 2004 (Paper No. 12). Although the Applicant believes that no fees are due in connection with newly added Claim 35, please charge any fees deemed necessary to Deposit Account No. 50-1602.

Please amend the above-identified patent application as follows:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 9 of this paper.